

ARENA MANAGER

Position Title: Arena Manager
Department: Community Ed & Recreation
Department Head: Community Ed & Rec. Director
Immediate Supervisor: Community Ed & Rec. Director
Pay Range: 7 **FLSA Status:** Non-exempt

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| APPROVED: | April 5, 2000 |
| REVISED: | March, 2006 |
| REVISED: | February, 2014 |
| REVISED: | |

Purpose

Performs supervisory specialized/professional work with primary responsibility to manage the daily operations of the City's multi-purpose facility. Coordinates facility use with a wide variety of groups, responds to building equipment and mechanical needs, supervises and trains employees, prepares/monitors budget, and performs marketing/advertising activities. Operates machinery and performs some manual tasks during minority of time.

Organizational Relationships

Communicates with: *Internally* – Community Education and Recreation staff, WRAC-8 staff, Public Works staff, City Administrator, other City departments, and MUC staff; *Externally* - numerous local sports and recreation groups, school officials, teachers and coaches, other facility users, various local suppliers/vendors, local media and the general public.

Supervises: Regular full- and part-time staff, numerous part-time employees, instructors and work study individuals

ESSENTIAL FUNCTIONS

Schedule ice and dry-floor activities; plan arena-sponsored events and assist other users in event planning; develop skating programs; assist groups to plan figure skating show; and develop new revenue-producing concepts.

Direct facility preparations for events, including ticket sales, crowd control as necessary.

Produce dry floor shows including setting and collecting fees, critiquing work, adopting format and ensuring rules are followed. Assist and guide user groups in producing successful shows.

Direct the timely transition of facility from ice to dry-floor mode.

Inspect grounds and facility, assess problems, research solutions and initiate appropriate remedies.

Review status of equipment and machinery, direct staff to repair or advise management of replacement.

Secure outside contractors or staff from other city departments for assistance.

Set standards of cleanliness/sanitation and direct staff on specific needs.

Plan and advise management about needed facility additions and grounds development.

Analyze proposed projects for feasibility, cost and facility impact. Determine appropriateness of repairs, retrofits or refurbishment. Determine timeframes and sets goals for project undertaken.

Account for various revenue sources, petty cash, vending and concession cash; prepare/make bank deposits; prepare income statement and submit report to Supervisor; evaluate monthly

ARENA MANAGER

ESSENTIAL FUNCTIONS (continued)

expense and revenue reports and prepare annual expense, revenue and activity reports; submit budget information to Supervisor; authorize purchases of supplies and materials; and prepare expenditure requests for Supervisor.

Compose, negotiate and sign rental contracts to be finally approved by the City and enforce provisions of contracts.

Schedule all employees, review/calculate full-time employee time sheets, authorize overtime; train and supervise full-time staff to perform variety of tasks. Hire, train and supervise all part-time staff to do concession, janitorial and event production tasks.

Recognize and resolve employee conflicts and concerns. Supervise special work programs such as work-study, service groups and special needs.

Implement food safety code; inspect and ensure quality control measures are followed; contract for services and prepare vending bid contracts. Assess profit margins and account for waste or underage. Oversee ticket sales, balance gate receipts, calculate percentages and file reports.

Order supplies and maintain inventory. Research equipment needs and make purchase or lease decisions.

Meet with public, private groups or individuals regarding facility usage, concerns, problems, program direction, policies, proposals, codes, etc. Answer inquiries, resolve rental and use questions, explain contract expectations. Attend all major events, communicate with key people, and provide information and advice to insure successful production. Act to resolve conflicts between groups competing for facility usage.

Attend required health and safety meetings and other job-related training.

Perform interviews with media to promote programs and events; create advertising layouts for newspapers and radio spots; solicit clients for purchase of indoor advertising; work to expand existing events to create more opportunities for revenue; and create additional advertising concepts for revenue generation.

Other Duties And Responsibilities

Participates in committee meetings as needed.

Participates in professional association leadership positions and committees.

Operates machinery as needed; performs janitorial and concession tasks; performs emergency repairs on equipment and physical structure.

Performs other related duties as assigned by Supervisor, City Administrator, or as apparent.

Required Knowledge, Skills, and Abilities

Knowledge of various laws/rules/regulations/codes such as County Health Department Restaurant and Food Handling Code, Environmental Protection Agency, State Health Department, State Board of Electricity, OSHA, ADA, City Safety Policy and local fire and building codes. Certified Arena Management (CAM) course.

ARENA MANAGER

Required Knowledge, Skills, and Abilities (continued)

Knowledge of building maintenance including ability to understand heating, cooling, plumbing, electrical and structural matters.

Knowledge of industrial refrigeration equipment for an indoor ice facility.

Knowledge of administrative and managerial practices and procedures relating to finance/accounting, personnel administration and supervision.

Knowledge of food preparation and distribution.

Knowledge of building, health and safety codes.

Skill in operating various machines and equipment.

Skill in negotiating resolutions, solving problems between user groups.

Skill in promoting, advocating facility usefulness.

Ability to encourage employees to work to full potential.

Ability to maintain positive and orderly work environment.

Ability to direct and lead activities during public events.

Ability to communicate with various groups and interested parties.

MACHINES, TOOLS, AND EQUIPMENT USED: Pick up, ice resurfacers, computer, phone, and adding machine.

MINIMUM QUALIFICATIONS

High school degree or equivalent **with** post-secondary course work in business administration, facility/operations management, marketing or related program **and** five to seven years of in facility operation. EPA Certification in specialty areas.

PREFERRED QUALIFICATIONS

Bachelor's degree in related field.

WORKING CONDITIONS

Works at City's multi-purpose facility during majority of time. Travels for meetings and other events. Sits and stand/walks for extended periods of time. Engages in some production/manual work tasks including operating the zamboni.